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INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Complete if Known	
				Application No.	09/782,677
				Filing Date	February 12, 2001
				First Named Inventor	Mark C. Pace et al.
				Art Unit	3711 3623
				Examiner Name	Eric T. Shaffer JONATHAN STONER
Sheet	1	of	1	Attorney Docket Number	19538-05784

U.S. PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	Document No. Number - Kind Code ² (if known)	Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document

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FOREIGN PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ - Number ⁴ Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document

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OTHER REFERENCES - NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ⁶
SCS	C5	Office Action dated May 23, 2002, for Application No. 09/782,616	
SCJ	C6	Office Action dated December 3, 2002, for Application No. 09/782,616	
SCS	C7	Office Action dated July 11, 2003, for Application No. 09/782,616	
SCJ	C8	Office Action dated December 31, 2003, for Application No. 09/782,616	

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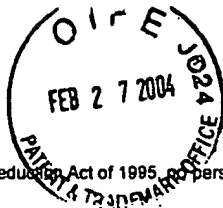
19538/05784/SF/5118335.1

Examiner Signature		Date Considered	7-7-05
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Examiner Initials*	Cite No. ¹	Document No. Number - Kind Code ² (if known)	Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
JCS	A13	US-5,611,730	03-18-1997	Weiss
JCS	A14	US-5,844,808	12-01-1998	Konsomo et al.
JCS	A15	US-5,006,983	04-09-1991	Wayne et al.
		US-		

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ - Number ⁴ Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	T ⁶
JCS	B5	WO 00/41104	07-13-2000	Gaon, Yair	

OTHER REFERENCES – NON-PATENT LITERATURE DOCUMENTS				
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JCS	C2	European Search Report/EP 01 30 9350.		
JCS	C3	GARWOOD G.J. et al., "Work Management System," British Telecommunications Engineering, London, GB, Vol. 10, No. 3, October 1, 1991, p. 204-210.		
JCS	C4	LESAINT D., et al., "Dynamic Workforce Scheduling For British Telecommunications PLC," Interfaces, Institute of Management Sciences, Providence, US, Vol. 30, No. 1 January 2000, p. 45-56.		

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